Role Profile and Person Specification

IT Technician

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The Beckmead Trust Overview

About Us	The Beckmead Trust opened on April 1st 2019. It was founded on the outstanding work of the Beckmead Family of Schools which ran eight outstanding sites in Croydon. This work is continued and enhanced by the excellence of our three South London Academies: Beckmead Park, Beckmead College and Chaffinch Brook. The Trust sponsors a number of other academies: Moundwood Academy in Harlow, Roundwood School and Community Centre in Harlesden, The Ropemakers' Academy in Hailsham, a residential school called Wells Park in Chigwell and The Flagship School in Hastings. The Beckmead Trust also has three other schools in either temps or in pre-opening phase: The Greenwell Academy in Harlow, The Sir Geoff Hurst Academy in Chelmsford and The London River Academy in Richmond. When this period of growth is completed the trust will be responsible for the education and care of over 1100 disadvantaged children and young people. This represents an enormous responsibility and a tremendous privilege. Beckmead believes in working with all members of the trust community to foster life-enhancing outcomes and a sustainable sense of progress and happiness. Partnership work is at the heart of everything we do and supports the growth of the Trust which will bring an amplified voice for our youngsters and families. Enthusiastic, expert governance ensures that the Trust delivers the best possible value in every arena. The central team is compact but their skills and work ethic mean that every possible penny is spent on front-line staffing and resources.

Vision, Mission and Ethos	
Our Vision:	To deliver exceptional education and support for traumatised children and young people identified as having SEMH or autism and challenging behaviour and other categories of Special Educational Needs.
Our Values and Beliefs:	**Love;** Unconditional positive regard Associations with empathy, compassion and care All individuals are worthy of recognition and value **Flourishing;** The ultimate expression of ongoing growth A noble aim of education Aim to live virtuously Achieve a good life and nurture a desire to thrive **Social Justice;** Celebrate fairness Equality and democracy for our pupils and families Workforce development Professional teams and partnerships **Community;** A fundamental human need is to belong Notions of family, tribes and clans allow distinct identities to prosper under a wider, collective sense of identity Develop living, organic communities that fuse education and care and believe in social pedagogy
Our Ethos:	A stimulating, relevant, exciting curriculum where our pupils thrive and flourish Sustainable Outcomes, transitions and Qualifications for disadvantaged children and young people Excellence in professional learning and development Dynamic, empathic, ambitious leadership and governance everywhere Sound business systems that support excellence and growth

Role Profile / Job Description

Job Title:	**IT Technician**
Department:	The Beckmead Trust
Grade Range:	£25k to £30k
Hours:	Full-time 36 hours per week
Location:	Beckmead Trust Offices: Bourne House Business Centre, 475 Godstone Rd, Warlingham, Whyteleafe CR3 0BL Travel will be required to the following sites: Beckmead School & Chaffinch Brook Upper: Monks Orchard Rd, Beckenham, BR3 3BZ Bramley Bank: 170 Sanderstead Rd, South Croydon, CR2 0LY Chaffinch Brook Lower: 32 Morland Road, Croydon, CR0 6NA Beckmead College: Tennison Road, South Norwood, SE25 5RR Community learning team: Alverston Gardens, South Norwood, SE25 6LR Tharreo House: Salcot Crescent, New Addington, Croydon, CR0 0JJ Beckmead Moundwood Academy: Commonside Rd, Harlow, Essex CM18 7EZ Ropemakers' Academy: Reef Way, Hailsham, East Sussex, BN27 1FB Roundwood School: 49 Longstone Avenue, Willesden, Brent, NW10 3UN Wells Park School: School Lane, Lambourne Road, Chigwell, Essex, IG7 6NN Flagship School: The Ridge, Hastings, East Sussex, TN34 2AE Greenwell Academy: Commonside Rd, Harlow, Essex CM18 7EZ
Reports to:	IT Network Manager
Role Purpose and Role Dimensions:	The Beckmead Trust is seeking a highly skilled IT Technician to support the IT Network Manager in leading the technology needs of our Special Needs Multi Academy Trust in the South East of England. The successful candidate will report to the IT Network Manager on all matters while also working closely with the Director of IT and Data team to develop IT services in alignment with the trust's digital and core strategies. You will be responsible for ensuring all Business as Usual and Projects that are related or part of the Data and Technology systems are fully supported within the local school teams and Trust-wide. As well as supporting the IT Network Manager to deliver an outstanding Data and Technology service supported in partnership with our trusted service providers. The IT Technician will be instrumental in providing daily hands-on technical support for the Beckmead Trust's IT infrastructure and systems. Working in close collaboration with the IT Network Manager and service desk lead, this role ensures the smooth and efficient operation of technology for students, staff, and Trust operations.

Commitment to Diversity:	As a member of the central Trust team takes individual and collective professional responsibility for championing the Trust's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also, commit to continually developing a personal understanding of diversity.
Key External Contacts:	The wider Education Community across all current and future school areas The DfE, Local Authority & other Central Government agencies Key Suppliers including but not limited to MIS, Printing, VoIP, ICT Managed Services, ICT contracts for new schools and all other software and hardware suppliers
Key Internal Contacts:	Head Teachers, Senior Leadership Teams and All Trust Staff Executive Team and Central Trust Team Trustees, Members, Chair of Governors and the Board of Governors
Other Considerations:	The environment in special schools can be far more intense and continuously presents a variety of both mentally and physically challenging situations for staff at all levels.

Roles and Responsibilities	
Overall:	➜ Ensure all roles and responsibilities undertaken have clear workflows and data trails that allow effective tracking and monitoring tools to be used for KPI, staff performance and department capability capture and analysis ➜ Ensure that at all times the Trust systems for logging and reporting work are used to ensure that the IT Network Manager can provide regular and accurate reports on department and supplier risks, performance, developments and possible improvements ➜ Support the development and implementation of technology strategies in line with the trust's data and core strategies as led by the Director of IT ➜ Stay up-to-date with the latest technology developments and trends and make recommendations for implementation ➜ Training in Connection with New Technology – Undergoing appropriate training for new technology and assisting in the implementation of computerised systems ➜ Superuser and Admin portal management and responsibility across the Trust and all schools as needed ➜ Support onboarding activities and regular audits of new schools, the central Trust and existing schools' data technology systems reporting
Troubleshooting and Resolution:	➜ Respond to and resolve technical issues reported by users across the Trust, including (but not limited to) hardware, software, network, and device-related problems ➜ Provide on-site support for client networks and applications across the Trust ➜ Diagnose root causes of technical problems and provide effective and timely solutions ➜ Install, configure, maintain, and repair desktops, laptops, tablets, printers, and any other IT equipment ➜ Document and track IT incidents and resolutions, ensuring accurate records for analysis and improvement ➜ Provide excellent customer service to all Trust users, offering guidance and troubleshooting assistance in a patient and supportive manner ➜ Set up and configure new user accounts and profiles ➜ Assist in the onboarding of staff to Trust systems, providing introductory training where needed ➜ Conduct basic user training on IT systems and software as directed

System Maintenance and Security:	➔ Collaborate with IT Network Manager to implement preventative maintenance schedules
	➔ Assist with software updates, security patches, and upgrades
	➔ Perform basic network troubleshooting and maintenance tasks
	➔ Support the IT Network Manager in ensuring compliance with data protection and security protocols
	➔ Assist with the procurement and deployment of new IT equipment
	➔ Ensure the security and reliability of the data technology systems through regular maintenance, upgrades and audits
	➔ Maintain accurate and up-to-date records of IT assets, including software licences
	➔ Ensure all data technology assets are accounted for and readily available for use by students and colleagues and for any audit purposes
	➔ Implement appropriate security measures to protect all data and technology assets, including hardware, data and confidential information
	➔ Ensure the trust's backup, virus protection and security procedures are always online and working, with reference to protecting hardware, data, confidential information and maintaining safeguarding protocols
	➔ Keep up to date with current security risks and work proactively to mitigate reasonably practicable measures
	➔ Ensure that a comprehensive Internet and filtering service is provided
	➔ Physically install desktop, server, network and multimedia hardware and software
	➔ Perform advanced diagnosis procedures on PCs, peripherals, photocopiers and applications
	➔ Interpret detailed diagnostic information; monitor and manage logs and use them to inform developments and support procedures; produce reports from support logs to provide basic management information on the volume and nature of requests
	➔ Prioritise resolution of problems and determine whether external support is required; allocate tasks between support colleagues, including recording requests, following up calls and implementing a maintenance schedule
	➔ Escalating unresolved problems to the relevant supplier/vendor in an effective and timely manner (including escalating support issues to external support service/s when necessary)
	➔ Escalating to the IT Network Manager any items that are high risk in a timely and proactive manner
Collaboration and Communication:	➔ Work effectively within the IT and Data team, contributing to a positive and productive work environment
	➔ Communicate clearly with IT Network Manager and service desk lead, as well as end-users regarding technical issues and solutions
	➔ Establish and maintain regular communications with the School's SLT, Heads of Departments, Administrators and other end users regarding Data and Technology activities - ensuring the smooth operational running of every school
	➔ Providing guidance and support to colleagues on effective data and technology usage
	➔ Ensure that all IT services are in compliance with child protection or any other relevant legislation.

Other	➜ Comply with the Trust's policies, financial regulations and scheme of delegation at all times
	➜ Undertake any other reasonable duties as required by the Executive Team and the IT Network Manager
	➜ Recognise own strengths and areas of expertise and use these to advise and support others
	➜ Duties and responsibilities of the post may change over time as requirements and circumstances change. The person in the post may also be required to carry out such other duties consistent with the grade from time to time.

Key Accountabilities and Result Areas:	Key Elements:
Confidentiality:	**This will involve:** Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the School/Academy's databases. Any breach of these rules and protocols will be subject to a disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practices or mismanagement.
Equalities:	The Trust has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.
Health and Safety:	Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should cooperate with management, follow established systems of work, use protective equipment where necessary and report hazards to management.
To contribute as an effective and collaborative member of the Team:	**This will involve:** Participating in training to be able to demonstrate competence. Participating in safer recruitment training. Participating in the ongoing development, implementation and monitoring of the service plans. Championing the professional integrity of the trust. Supporting Best Value and electronic management of processes. Actively sharing feedback on policies and interventions
Data Protection:	**This will involve:** Being aware of the legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply. Maintaining staff records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

	Treating all information acquired through employment, both formally and informally, in accordance with the Workforce Data Protection Policy.

Person Specification	
Job Title:	**IT Technician**
Essential Requirements:	→ Relevant technical qualification, such as a relevant degree or certifications → Proven experience in a similar IT support or technician role → Demonstrated experience troubleshooting and resolving hardware and software issues → Strong working knowledge of the Google Workspace environment, Windows operating systems, common office software (Microsoft 365, Google Workspace), and network basics → Excellent problem-solving, analytical, and communication skills → Ability to work independently and as part of a team → Ability to travel to multiple sites across the South of England and be flexible in working hours, in order to attend site visits → Good written and oral communication skills. → Strong administrative & organisational capability → Able to demonstrate resilience – especially when faced with demanding workloads. → Able to maintain confidentiality and sensitivity in all circumstances. → The ability to represent TBT professionally and appropriately, by phone, by email and in meetings. → Able to build constructive and productive work relationships at all levels. → Excellent numeracy/literacy skills. → Relate well to children, young people and adults. → Self-evaluate personal learning needs and actively seek learning opportunities. → Have emotional resilience
Desirable Requirements:	→ Experience in the education sector, particularly supporting special education → CompTIA A+ or other IT certifications → Understanding of data management and MIS systems used in schools → Knowledge of data system architecture and dependencies → Project delivery experience → Experience supporting change management and/or managing reorganisation/restructuring programmes → Ability to drive → A current cleared Enhanced DBS

Information for Candidates

Application:	Please use the standard application form on our website, CVs are not accepted. Please complete all parts of the form, including your full work history with no unexplained gaps since leaving school education. Include all the training you have completed, particularly those which have helped you prepare for this role. You may wish to include a covering letter of no more than two sides of A4 when typed. Please address the person specification to the IT Network Manager (Kostakis Bezianis) and provide evidence of impact from your experience by making reference to what you have learnt from your education as well as work and life experiences.
References:	Please make sure your referees are aware of your application and that they are able to provide a quick turnaround. One reference should be from your current Headteacher or Chair of Governors. Both should be contactable through their official email address. References will be taken up before the interview. All applications will be treated with the strictest confidence.
Safeguarding:	The Beckmead Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. There will be a need for the successful applicant to undertake a criminal record check via the DBS. The successful candidate will be required to sign a declaration form declaring they are not disqualified from undertaking work with children under 8 under the Childcare (Disqualification) Regulations 2009. We are committed to having a workforce that reflects the diversity within our community where everyone is treated with dignity and respect. We seek to ensure that our working environment is one that respects and includes everyone regardless of their sex or gender reassignment; marital status (including a civil partnership); sexual orientation; race, language, ethnic or national origins and nationality (including citizenship); religious belief; disability and/or medical conditions; age; whether they have dependants; trade union membership status and activity or political views/affiliations.
For enquiries please email:	recruitment@beckmeadtrust.org